



PCT/GB 2003 / 0 0 2 3 5.1

Rec'd PCT/PTO



30 NOV 2004

INVESTOR IN PEOPLE

The Patent Office
Concept House
Cardiff Road
Newport
South Wales
NP10 8QQ

REC'D 14 JUL 2003

WIPO

PCT

I, the undersigned, being an officer duly authorised in accordance with Section 74(1) and (4) of the Deregulation & Contracting Out Act 1994, to sign and issue certificates on behalf of the Comptroller-General, hereby certify that annexed hereto is a true copy of the documents as originally filed in connection with the patent application identified therein.

In accordance with the Patents (Companies Re-registration) Rules 1982, if a company named in this certificate and any accompanying documents has re-registered under the Companies Act 1980 with the same name as that with which it was registered immediately before re-registration save for the substitution as, or inclusion as, the last part of the name of the words "public limited company" or their equivalents in Welsh, references to the name of the company in this certificate and any accompanying documents shall be treated as references to the name with which it is so re-registered.

In accordance with the rules, the words "public limited company" may be replaced by p.l.c., plc, P.L.C. or PLC.

Re-registration under the Companies Act does not constitute a new legal entity but merely subjects the company to certain additional company law rules.

Signed

Andrew Gurney

Dated 23 June 2003

Best Available Copy

**PRIORITY
DOCUMENT**

SUBMITTED OR TRANSMITTED IN
COMPLIANCE WITH RULE 17.1(a) OR (b)

- 7 JAN 2003

LONDON



08JAN03 E775234-16 001025
P01/7700 0100-0300289.6

The Patent Office

Cardiff Road
Newport
South Wales
NP10 8QQ

Request for grant of a patent

(See the notes on the back of this form. You can also get an explanatory leaflet from the Patent Office to help you fill in this form)

1. Your reference

GB1773C

2. Patent application number

(The Patent Office will fill in this part)

0300289.6

07 JAN 2003

3. Full name, address and postcode of the or of each applicant (underline all surnames)

RORY JOSEPH DONNELLY
DUNROBIN
MANOR PARK
THE AVENUE
WHYTELEAFE
SURREY CR3 0AQ

Patents ADP number (if you know it)

If the applicant is a corporate body, give the country/state of its incorporation

084 69231001

4. Title of the invention

A TELECOMMUNICATIONS SECURITY UNIT

5. Name of your agent (if you have one)

"Address for service" in the United Kingdom to which all correspondence should be sent (including the postcode)

GRAHAM WATT & CO
PATENT & TRADE MARK ATTORNEYS
ST BOTOLPH'S HOUSE
7-9 ST BOTOLPH'S ROAD
SEVENOAKS
KENT TN13 3AJ

Patents ADP number (if you know it)

084 89015001

6. If you are declaring priority from one or more earlier patent applications, give the country and the date of filing of the or of each of these earlier applications and (if you know it) the or each application number

Country

Priority application number
(if you know it)

Date of filing
(day / month / year)

GB
GB

0212833.8
0221934.3

01.06.02
20.09.02

7. If this application is divided or otherwise derived from an earlier UK application, give the number and the filing date of the earlier application

Number of earlier application

Date of filing
(day / month / year)

8. Is a statement of inventorship and of right to grant of a patent required in support of this request? (Answer 'Yes' if:

YES

- a) any applicant named in part 3 is not an inventor, or
 - b) there is an inventor who is not named as an applicant, or
 - c) any named applicant is a corporate body.
- See note (d))

Patents Form 1/77

9. Enter the number of sheets for any of the following items you are filing with this form.
Do not count copies of the same document

Continuation sheets of this form	0
Description	11
Claim(s)	4
Abstract	1
Drawing(s)	3 only

CF

10. If you are also filing any of the following, state how many against each item.

Priority documents	0
Translations of priority documents	0
Statement of inventorship and right to grant of a patent (Patents Form 7/77)	0
Request for preliminary examination and search (Patents Form 9/77)	0
Request for substantive examination (Patents Form 10/77)	0
Any other documents (please specify)	NONE

11. I/We request the grant of a patent on the basis of this application.

Signature

Date

7 January 2003

Graham Watter Co

12. Name and daytime telephone number of person to contact in the United Kingdom

D GAMBELL

Tel: 01732 450055

Warning

After an application for a patent has been filed, the Comptroller of the Patent Office will consider whether publication or communication of the invention should be prohibited or restricted under Section 22 of the Patents Act 1977. You will be informed if it is necessary to prohibit or restrict your invention in this way. Furthermore, if you live in the United Kingdom, Section 23 of the Patents Act 1977 stops you from applying for a patent abroad without first getting written permission from the Patent Office unless an application has been filed at least 6 weeks beforehand in the United Kingdom for a patent for the same invention and either no direction prohibiting publication or communication has been given, or any such direction has been revoked.

Notes

- If you need help to fill in this form or you have any questions, please contact the Patent Office on 08459 500505.
- Write your answers in capital letters using black ink or you may type them.
- If there is not enough space for all the relevant details on any part of this form, please continue on a separate sheet of paper and write "see continuation sheet" in the relevant part(s). Any continuation sheet should be attached to this form.
- If you have answered 'Yes' Patents Form 7/77 will need to be filed.
- Once you have filled in the form you must remember to sign and date it.
- For details of the fee and ways to pay please contact the Patent Office.

A TELECOMMUNICATIONS SECURITY DEVICEField of the invention

5 The present invention relates to a telecommunications security device, in particular to such a security device which enables an authorised person to control the use of telecommunication equipment by others, such as to barr the use of a telephone from making outgoing calls to unauthorised numbers and as an Internet connection limiting
10 device.

Background of the invention

15 Systems are known for controlling the use of telephone equipment by barring outgoing calls to certain prescribed numbers, such as international numbers, premium rate numbers or numbers outside the local area. While such systems have their uses, it is necessary for the person programming such a system to anticipate all the numbers which he considers to be unauthorised. For an employer who does not have minute
20 by minute sight of his staff, there may be a need to prevent employees from making personal calls without authority.

25 We are aware of United States patent US 5802157 (Clarke et al.) which describes a service for screening outgoing telephone calls. The service allows a subscriber to determine the times of day and/or days of the week when she wants her outgoing calls on her telephone line to be restricted to numbers which have been approved by her. Calls to numbers other than those on the authorised list
30 will not be completed.

35 We are also aware of International patent application WO87/00376 (Newell) which describes a telephone line access control for preventing unauthorised outgoing calls on a telephone line. Dialling signals on the line are monitored, the monitored signals are encoded, and the encoded signals

are compared with a memorised authorisation code. Control circuitry temporarily interrupts the line connection when the encoded signals do not match the authorisation code.

SUMMARY OF THE INVENTION

According to the invention there is provided a telecommunications security device comprising:

(i) a first connector for connection to a telecommunications device,

(ii) a second connector for connection to a telecommunications line,

(iii) a switch having a closed position in which a signal pathway within the security device between the first connector and the second connector is enabled and an open position in which the signal pathway is interrupted,

(iv) a control device for controlling the position of the switch,

(v) a programmable memory for storing allowed signal sequences and at least one authorised pass number,

(vi) a comparator in operative connection with the control device for comparing signals on the pathway with the allowed stored signal sequences, the control device being adapted to open the switch when a signal on the pathway does not match one of the stored signal sequences, and

(vii) a programmer adapted to receive pass numbers and programming signals, the programmer including an authorised pass number recognition device for comparing a received pass number with the authorised pass numbers stored in the memory, and being adapted to program the memory only when an authorised pass number is received.

The telecommunications device which is connected to the security device may be a telephone apparatus, or the modem of a computer.

The security device may further comprise indicator lights

(e.g. green and red respectively) adapted to operate when a telecommunications device connected to the first connector is operative and when the switch is opened. The security device may also include an audible warning device adapted to operate when the switch is opened.

The security device may include a battery for powering the security device. The control device may be adapted to open the switch when no operative telecommunications device is connected to the first connector, thereby to save battery power. Alternatively or additionally, the control device may be so programmed to open the switch upon the receipt of an appropriate authorised signal received by the security device, e.g. on the telecommunications line from a remote location.

The security device may further include a clock, in operative connection with the control device, for determining the date, the time of day and elapsed time. The memory may be arranged to store allowed time data and the control device may then be adapted to open the switch in response thereto, e.g. at certain times of day or after certain cumulative time periods.

In a first embodiment of the invention the memory is adapted to store dialling codes, and the control device is adapted to open the switch when a dialling code applied to the pathway does not match one of the stored dialling codes.

In a second embodiment of the invention the control device may be adapted to open the switch when the modem of a computer to which it is connected is connected to an Internet service provider and signal sequences on the pathway do not match one of the stored signal sequences.

The security device may therefore be used for limiting

5 connection to the Internet to preset times of day, and to
preset cumulative time limits. Both preset limits can be
configured by an authorised end user. To this end, the
security device determines active connection to an Internet
service, by comparing signals on the pathway when a
connection to an Internet service provider is established,
with signal sequences stored in the memory of the security
device. The security device provides a protected method for
10 setting time limits and a method for disconnection of
service during restricted times.

15 In an embodiment of the invention, the security device
according to the invention is a separate unit stored in a
lockable housing. The lock of the housing is preferably key
operated, and the control device is preferably adapted to
open the switch when the lockable housing is unlocked.

20 The second connector of the unit is ideally in the form of a
plug, adapted to co-operate with a wall socket connected to
the telecommunications line.

25 The unit may further comprise a third connector for
connecting the unit to a telephone handset, the third
connector being connected within the unit to the programmer,
whereby the memory can be programmed by use of the handset,
e.g. by the use of dtmf tones. Alternatively or
30 additionally, the programmer is connected within the unit to
the signal pathway, whereby the memory can be programmed by
programming signals applied to the signal pathway.

35 The security device according to the invention may be
modified as necessary to meet local telecommunications
apparatus regulations.

In alternative embodiments, the security device according to
the invention is incorporated in the same unit as the

- 5 -

telecommunications device itself, for example in a land-line telephone apparatus, in a mobile telephone apparatus or in a computer. The incorporation of the security device according to the invention in a mobile telephone provides a useful benefit for parents who purchase mobile telephones for their children but who wish to maintain some control over the extent of their use, and the costs of the calls being made. The security device according to the invention can be programmed by the parent to allow only certain numbers to be dialled, and/or to place time limits on the duration of the calls.

The invention will now be further described, purely by way of example, with reference to the accompanying drawings, in which:

Figure 1 is a diagrammatic illustration of a first embodiment of the invention for barring calls to preselected numbers;

Figure 2 is a circuit diagram of the call barring unit shown in Figure 1; and

Figure 3 is a diagrammatic illustration of a first embodiment of the invention for limiting access to the Internet.

Figure 1 shows a unit 10 having a first connector 12 connected to a telephone apparatus 14. A second connector 16, in the form of a plug, co-operate with a wall socket 44 to connect the unit to a telecommunications line 18.

A switch 20 within the unit 10 has closed and open positions. In the closed position a signal pathway 22 within the unit 10 between the first connector 12 and the second connector 16 is completed. In the open position the

5 signal pathway 22 is interrupted. The switch 20 is controlled by a control device 24, which is adapted to open the switch 20 when a dialling code applied to the pathway 22 does not match one of the dialling codes stored in a programmable memory 26. The memory 26 may store, for example, ten or twenty authorised dialling codes. The memory 26 also stores at least one authorised pass number.

10 A comparator 30 is in operative connection with the control device 24 and compares dialling codes applied to pathway 22 from the apparatus 14 with the allowed stored dialling codes in the memory 26. The control device 24 opens the switch 20 when a dialling code on the pathway 22 does not match one of the stored dialling codes.

15 A programmer 32, adapted to receive pass numbers and programming signals, is connected within the unit 10 to the signal pathway 22. The programmer 32 includes an authorised pass number recognition device 34 for comparing a received pass number with the authorised pass numbers stored in the memory 26, and allows programming of the memory 26 only when an authorised pass number is received. In this manner, the memory 26 can be programmed by programming signals applied to the signal pathway 22 .

20 25 A green indicator light 36 operates when the apparatus 14 connected to the first connector 12 is taken off-hook.

30 A red indicator light 38 is lit when the switch 20 is opened, to indicate that the connection has been broken.

An audible warning device 40 also operates when the switch 20 is opened.

35 A battery 42 is provided for powering the unit 10 and the control device 24 is adapted to open the switch 20 when the

apparatus 14 is on-hook, thereby to save battery power.

5 The unit 10 is stored in a lockable housing 46, the lock 48 of the housing 46 being key operated. The control device 24 opens the switch 20 when the lockable housing 46 is unlocked.

10 The unit operates as follows. When the receiver of the apparatus 14 is lifted, the green light 36 is illuminated showing an off-hook condition. The user then dials the desired number in the usual way. If the number which is dialled does not match a number stored in the memory 26, the unit opens the switch 20 to disconnect the line. Disconnection is also signalled by a tone from the audible
15 warning device 40 and by illumination of the red light 38 on the unit. The unit is automatically switched off when phone is on-hook, to save battery power.

20 The unit can be reprogrammed as follows. Firstly, a non-number code such as **** is dialled on the apparatus 14 to trigger the programming mode. To indicate this to the user, the control device 24 applies 2 beeps to the pathway 22 which will be heard by the user on the apparatus 14. The user now enters a pass number e.g. 1234. The recognition
25 device 34 compares this applied pass number with the one or more pass numbers stored in the memory 26. If the pass number matches, programming may continue. To indicate this to the user, the control device 24 again applies 2 beeps to the pathway 22 which will be heard by the user on the
30 apparatus 14. If the pass number is not recognised the unit is shut down. The user may now enter a new authorised number into the memory 26, indicating its position in that memory, and thereby overriding any number previously stored in that position. For example the user may enter 01322
35 664601#3 and the unit will store the number 01322 664601 in location 3. The unit then shuts down. This programming

process can be repeated until all locations of the memory 26 are used.

5 In addition to the programmable locations of the memory 26, one or more memory locations may be reserved for emergency numbers according to local practice, such as 999 and 911 and these numbers cannot be over-ridden.

10 The unit may be adapted in such a manner as to allow the user to change the pass number. Also, the unit may be adapted to over-ride the need for a pass number, if for example, the pass number should be forgotten. Thus, for example, if pass number forgotten the user presses an internal reset button, lifts the receiver on the apparatus
15 and keeps holding button for 1 second. When the user next goes into programming mode, any pass number may be entered and this will become a new stored pass number.

20 The unit 10 can also be programmed remotely by ringing the phone it is connected to, having someone answer and then keying in from your remote phone as you would for the local phone.

25 The components used in the circuit shown in Figure 2 are as detailed in the following table.

TABLE 1

Type	Qty.	Reference(s)	Value	Specification
Resistors				
5	2	R1,R2	330R	1206
	5	R3,R7,R14,R18,R19	10K	1206
	5	R4,R6,R10,R11,R13	1M	1206
	2	R5,R12	100K	1206
	4	R8,R16,R17,R20	1K	1206
10	1	R15	390K	1206
Capacitors				
15	1	C1	10 μ	TANT-A 6v
	1	C2	22pf	1206
	2	C3,C8	33pf	1206
	1	C4	1 μ	TANT-A 6v
	3	C6,C9,C10	0.1 μ	1206
	1	C7	0.68 μ	160vac
Integrated Circuits				
20	1	IC1	AT89C2051	SOIC20
	1	IC2	MT8870DS	SOIC18
	1	IC3	AT24C04	
	1	IC4	4N25S	
	1	IC5	MAX1615	
	1	IC6	zm33064	
25	Transistors			
	4	Q1,Q2,Q3,Q4	BC850B	SOT23
30	Diodes			
	1	D1	TRILED	COMMON ANODE
	4	D2,D3,D4,D6	BZX85C5V1	
	1	D5	Gf1	SIGNAL DIODE
	2	D7,D8	1N4148	

TABLE 1 (continued)

Type	Qty.	Reference(s)	Value	Specification
Miscellaneous				
5	1	9V	CONN-H2	.1*2 HEADER
	1	BR1	MB6S	
	2	CD1, CD2	0.1 μ	1206
	1	LINE	BT631A	
	1	PHONE	BT605A	
10	1	PZ1	piezo	
	1	RL1	RELAY	4.5V HIGH SENS
	1	RST	SW-SPST	
	1	S1	SWITCH	MICROSWITCH
	1	T1	P3191	P2781 SMD
15	1	X1	CRYSTAL	3.579545MHZ

In Figure 2, the switch 20 of Figure 1 is embodied as the relay RL1, the first connector 12 of Figure 1 is embodied as the PHONE connector, the memory 26 of Figure 1 is embodied as the integrated circuit IC3, the second connector 16 of Figure 1 is embodied as the LINE connector, the control device 24, the comparator 30 and the programmer 32 of Figure 1 are together embodied as integrated circuit IC1, the recognition device 34 of Figure 1 is embodied as integrated circuit IC2, the green indicator light 36 and the red indicator light 38 of Figure 1 are embodied as diode D1, and the audible warning device 40 of Figure 1 is embodied as piezo device PZ1.

Clearly the security device of the unit described in connection with Figures 1 and 2 can be modified to be included in a land-line or mobile telephone apparatus.

The embodiment of Figure 3 is an in-line, securely fixed, line connection unit having a construction similar to the unit shown in Figure 1 except as follows.

- 11 -

The telecommunications device is the modem 15 of a computer.

5 The control device 25 is adapted to open the switch 21 when the modem is connected to an Internet service provider and signal sequences on the pathway 23 do not match one of the stored signal sequences. Thus the unit acts as a signal detector for valid modem signals.

10 In this embodiment a clock 28 is provided in operative connection with the control device 25, for determining the date, the time of day and elapsed time.

15 The memory 27 stores allowed time data and the control device 25 opens the switch 21 in response thereto at certain times of day or after certain cumulative time periods.

20 In this embodiment a third connector 49 is provided for connecting the unit 10 to a telephone apparatus 50, the third connector 49 being connected within the unit 10 to the programmer 32, so that the memory 27 can be programmed by dtmf tones generated from the apparatus 50. The telephone apparatus 50 thus acts as a configuration input device for the unit. All configuration data is entered as dtmf tones from the telephone apparatus 50. Access to the
25 configurations will be via a pass number, as described in connection with Figure 1. In this way, the internal clock, the elapsed time, the allowable time-of-day, and the time per week may be set / reset.

30 As with the embodiment shown in Figure 1, the unit will plug into the telephone wall socket, and be locked in place. When the key switch 48 on the unit is opened, this defeats all the unit's features, allowing only the clock 28 to continue running.

CLAIMS

1. A telecommunications security device comprising:

5 (i) a first connector (12) for connection to a telecommunications device (14, 15),

(ii) a second connector (16) connected to a telecommunications line (18),

10 (iii) a switch (20, 21) having a closed position in which a signal pathway (22, 23) within the security device between the first connector (12) and the second connector (16) is enabled and an open position in which the signal pathway
15 (22, 23) is interrupted,

(iv) a control device (24, 25) for controlling the position of the switch (20, 21),

20 (v) a programmable memory (26, 27) for storing allowed signal sequences and at least one authorised pass number,

25 (vi) a comparator (30) in operative connection with the control device (24, 25) for comparing signals on the pathway (22, 23) with the allowed stored signal sequences, the control device (24, 25) being adapted to open the switch
~~(20, 21) when a signal on the pathway (22, 23) does not~~
match one of the stored signal sequences, and

30 (vii) a programmer (32) adapted to receive pass numbers and programming signals, the programmer (32) including an authorised pass number recognition device (34) for comparing
a received pass number with the authorised pass numbers stored in the memory (26, 27), and being adapted to program
35 the memory (26, 27) only when an authorised pass number is received.

2. A telecommunications security device according to claim 1, further comprising an indicator light (36) adapted to operate when a telecommunications device (14, 15) connected to the first connector (12) is operative.

5 3. A telecommunications security device according to claim 1 or 2, further comprising an indicator light (38) adapted to operate when the switch (20, 21) is opened.

10 4. A telecommunications security device according to any preceding claim, further comprising an audible warning device (40) adapted to operate when the switch (20, 21) is opened.

15 5. A telecommunications security device according to any preceding claim, further comprising a battery (42) for powering the security device.

20 6. A telecommunications security device according to claim 5, wherein the control device (24, 25) is adapted to open the switch (20, 21) when no operative telecommunications device (14, 15) is connected to the first connector (12), thereby to save battery power.

25 7. A telecommunications security device according to any preceding claim, in the form of a separate unit stored in a lockable housing (46).

30 8. A telecommunications security device according to claim 7, wherein the lock (48) of the housing (46) is key operated.

35 9. A telecommunications security device according to claim 7 or 8, wherein the control device (24, 25) is adapted to open the switch (20, 21) when the lockable housing (46) is unlocked.

10. A telecommunications security device according to any one of claims 1 to 6 incorporated in the same unit as the telecommunications device.

5 11. A telecommunications security device according to any preceding claim, wherein the second connector (16) is in the form of a plug, adapted to co-operate with a wall socket (44) connected to the telecommunications line (18).

10 12. A telecommunications security device according to any preceding claim, in which the memory (26) is adapted to store dialling codes, and the control device (24) is adapted to open the switch (20) when a dialling code applied to the pathway (22) does not match one of the stored dialling
15 codes.

13. A telecommunications security device according to any preceding claim, wherein the telecommunications device (14, 15) is selected from a land-line telephone apparatus, a
20 mobile telephone apparatus or the modem of a computer.

14. A telecommunications security device according to claim 13, wherein the control device (25) is adapted to open the switch (21) when the modem is connected to an Internet
25 service provider and signal sequences on the pathway (23) do not match one of the stored signal sequences.

15. A telecommunications security device according to any preceding claim, further comprising a clock (28), in
30 operative connection with the control device (25), for determining the date, the time of day and elapsed time.

16. A telecommunications security device according to claim 15, wherein the memory (27) further stores allowed
35 time data and the control device (25) is adapted to open the switch (21) in response thereto.

5 17. A telecommunications security device according to any preceding claim, further comprising a third connector (49) for connecting the security device to a telephone handset (50), the third connector (49) being connected within the security device to the programmer (32), whereby the memory (26) can be programmed by use of the handset (50).

10 18. A telecommunications security device according to any preceding claim, wherein the programmer (32) is connected within the security device to the signal pathway (22), whereby the memory (26) can be programmed by programming signals applied to the signal pathway (22).

15 19. A telecommunications security device, substantially as hereinbefore described, with reference to the accompanying drawings.

ABSTRACTA TELECOMMUNICATIONS SECURITY DEVICE

5 The security device comprises (i) a first connector (12) for
connection to a telecommunications device (14, 15) such as a
land-line telephone, mobile telephone or the modem of a
computer, (ii) a second connector (16) connected to a
10 telecommunications line (18), and (iii) a switch (20, 21)
having a closed position in which a signal pathway (22, 23)
within the security device between the first connector (12)
and the second connector (16) is enabled and an open
position in which the signal pathway (22, 23) is
interrupted. A control device (24, 25) for controls the
15 position of the switch (20, 21). A programmable memory (26,
27) stores allowed signal sequences and at least one
authorised pass number. A comparator (30) is in operative
connection with the control device (24, 25) and compares
signals on the pathway (22, 23) with the allowed stored
20 signal sequences. The control device (24, 25) opens the
switch (20, 21) when a signal on the pathway (22, 23) does
not match one of the stored signal sequences. A programmer
(32) receives pass numbers and programming signals, the
programmer (32) includes an authorised pass number
25 recognition device (34) for comparing a received pass number
with the authorised pass numbers stored in the memory (26,
27). The memory (26, 27) can be reprogrammed only when an
authorised pass number is received.

30 (Figure 1)

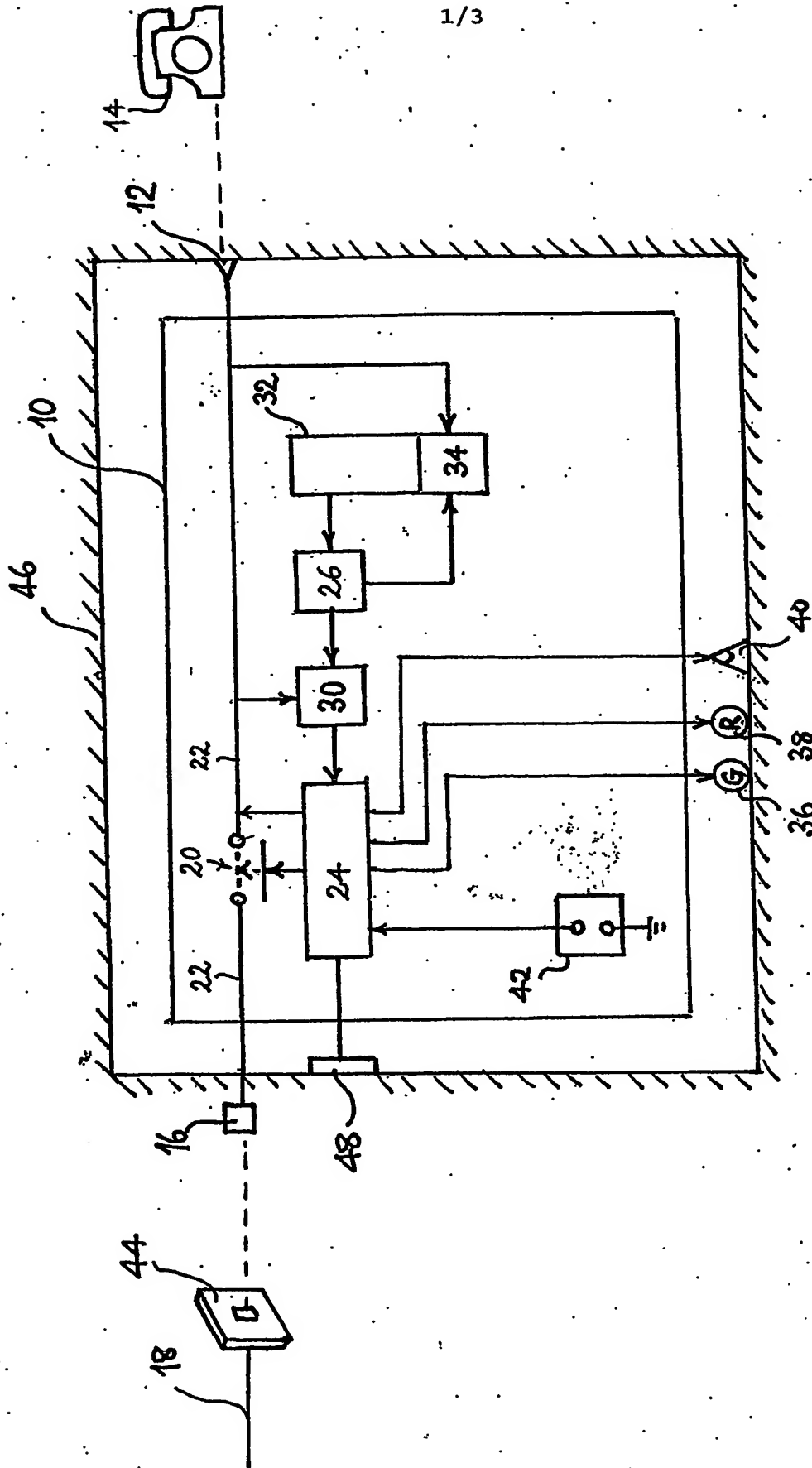


FIGURE 1

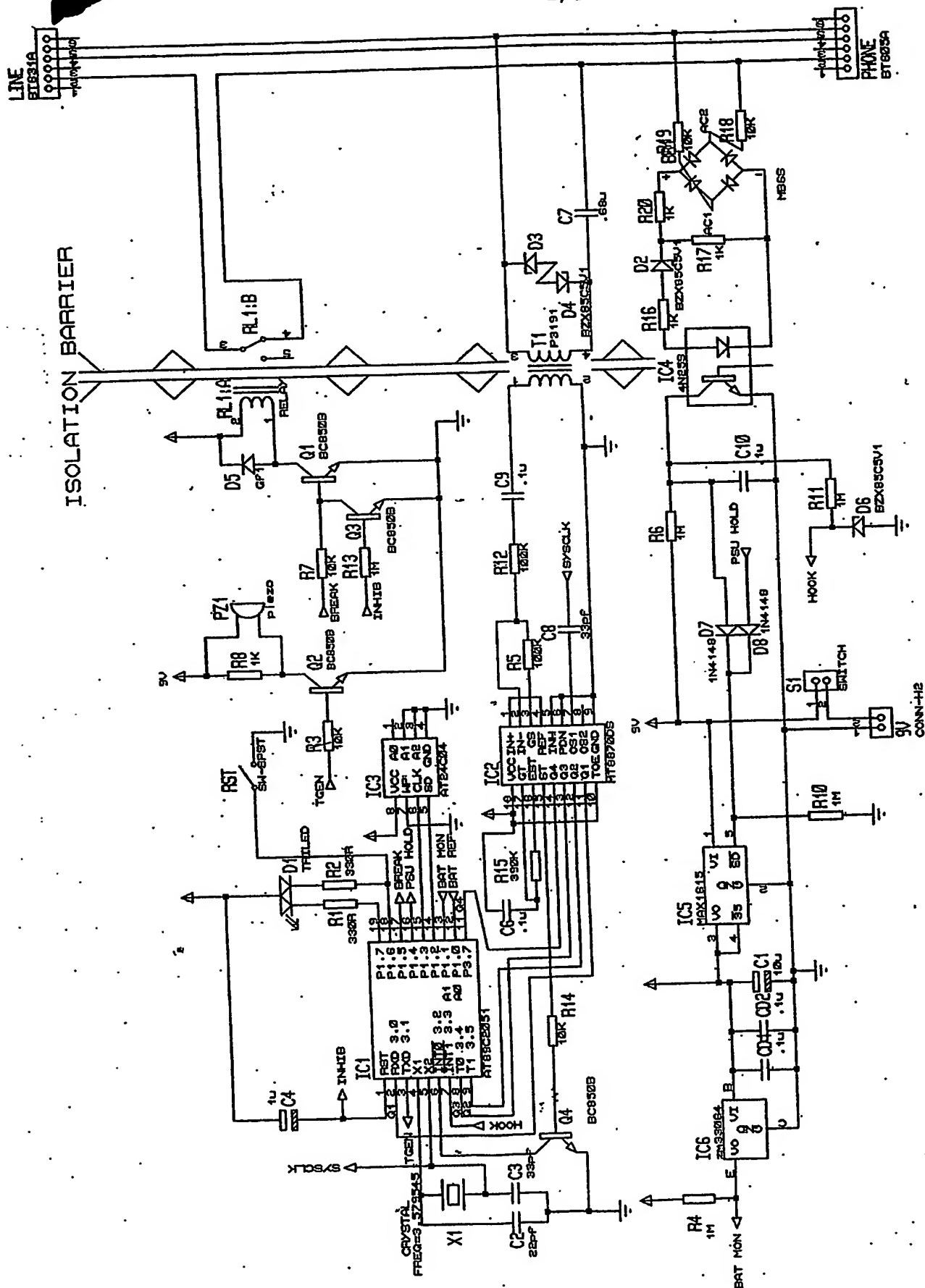


FIGURE 2

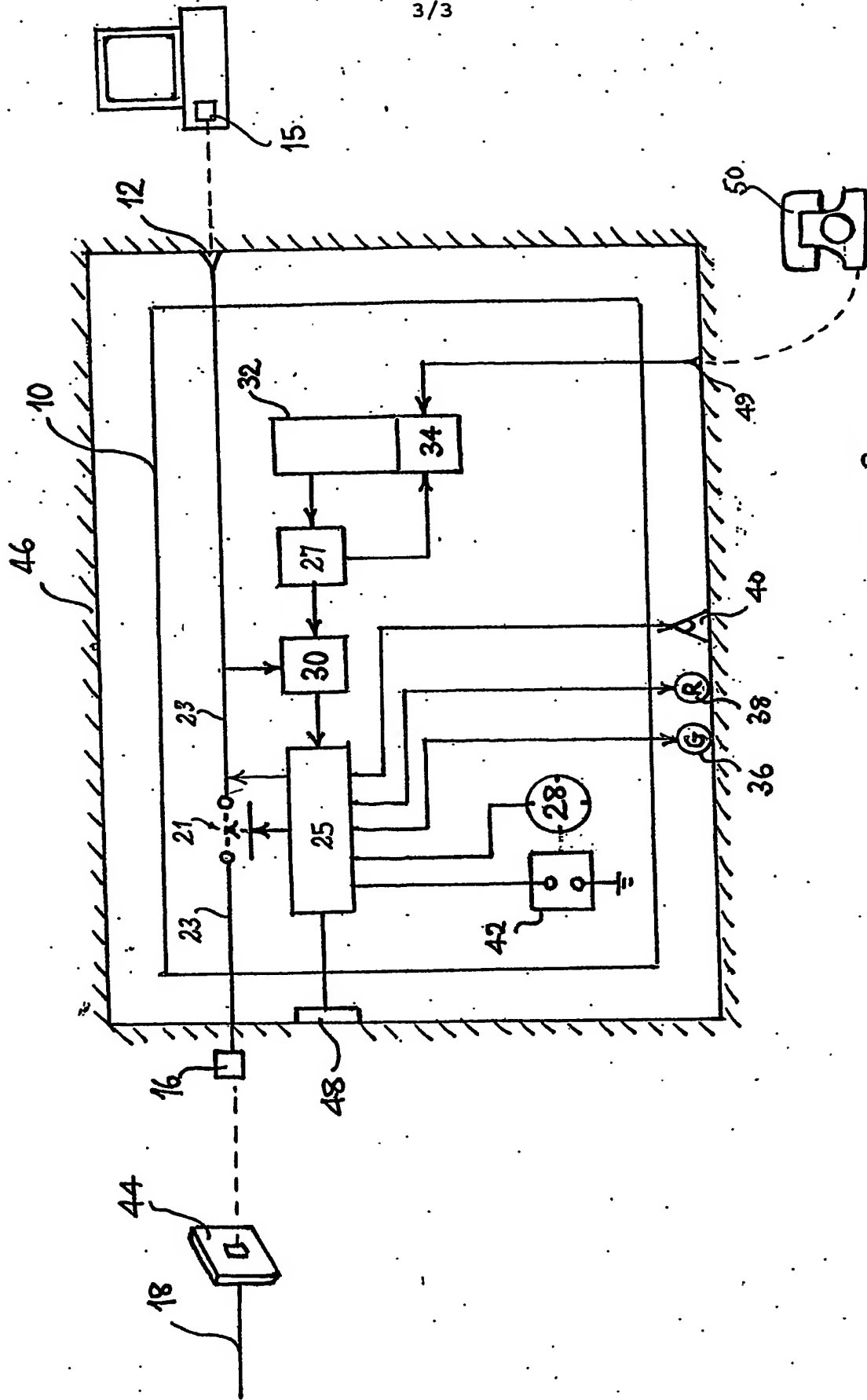


FIGURE 3

**This Page is Inserted by IFW Indexing and Scanning
Operations and is not part of the Official Record**

BEST AVAILABLE IMAGES

Defective images within this document are accurate representations of the original documents submitted by the applicant.

Defects in the images include but are not limited to the items checked:

- ☐ **BLACK BORDERS**
- ☐ **IMAGE CUT OFF AT TOP, BOTTOM OR SIDES**
- ☒ **FADED TEXT OR DRAWING**
- ☐ **BLURRED OR ILLEGIBLE TEXT OR DRAWING**
- ☐ **SKEWED/SLANTED IMAGES**
- ☐ **COLOR OR BLACK AND WHITE PHOTOGRAPHS**
- ☐ **GRAY SCALE DOCUMENTS**
- ☒ **LINES OR MARKS ON ORIGINAL DOCUMENT**
- ☐ **REFERENCE(S) OR EXHIBIT(S) SUBMITTED ARE POOR QUALITY**
- ☐ **OTHER:** _____

IMAGES ARE BEST AVAILABLE COPY.

As rescanning these documents will not correct the image problems checked, please do not report these problems to the IFW Image Problem Mailbox.